



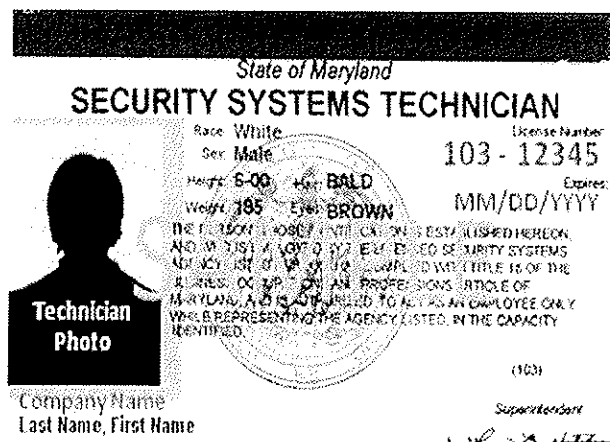
Alarm System Consumer Protection Advisory

If you are home during the day, chances are you're more likely to be greeted by door-to-door salespersons knocking at your door. Now that the weather is getting warmer, there will most likely be door-to-door sales activities springing up across our communities. We see these types of activities year after year. The Frederick Police Department urges you to use caution when making the decision to allow these door-to-door salesmen into your home. In Maryland, there have already been reports of summer sale activities attempted by people who claim to be with reputable alarm companies when they are not. Many are preying upon people who have alarm signs in their yards.

Be on the Lookout for Door-to-Door Solicitors Who...

- Greet you by name to seem friendly. Con artists may use local directories to find out who you are ahead of time. These people are successful because they seem so honest.
- Use tricks to get into your home. They may imply they are from your alarm company and need to test or upgrade your alarm system. Please note that reputable alarm companies will **not** send alarm technicians to your home unannounced.
- Say they want to upgrade your old or outdated security system with a free one. Always read the fine print closely.
- Pressure you to take advantage of the offer **TODAY**. Do your homework before signing a contract. However, you can get out of a door to door sales contract and receive a full refund if you change your mind within three business days in Maryland. This is called the cooling-off period.

Check the Licenses



Always make sure that the alarm company you hire has a valid license from the Maryland State Police. Do **NOT** accept a company ID card. Ask to see their license, which should look like the sample on the left. If the door-to-door sales persons cannot produce this license, **DO NOT** conduct business with them. **DO NOT LET THESE PEOPLE INTO YOUR HOME!** Ask the person(s) to immediately leave your property and call the police. Help us by reporting this type of crime. Call 301-600-2100 or report crime anonymously by texting tips to 240-674-8477 or via email at fpdcrimetip@frederickMDpolice.org.

Avoid Having Your Service Switched and Being Double-Billed

Unfortunately, if you sign a contract without checking all the details, you may end up paying two companies for the same service. Before they do any work, follow these tips: **check their license, call your alarm company and/or call the False Alarm Reduction Unit.**

Frederick Police Department
False Alarm Reduction Unit
100 West Patrick Street
Frederick, MD 21701
301-600-2139